

SEAMLESS OVERPAYMENT RECOVERY SERVICES FLOW CHART  
(SEAMLESS ORS)

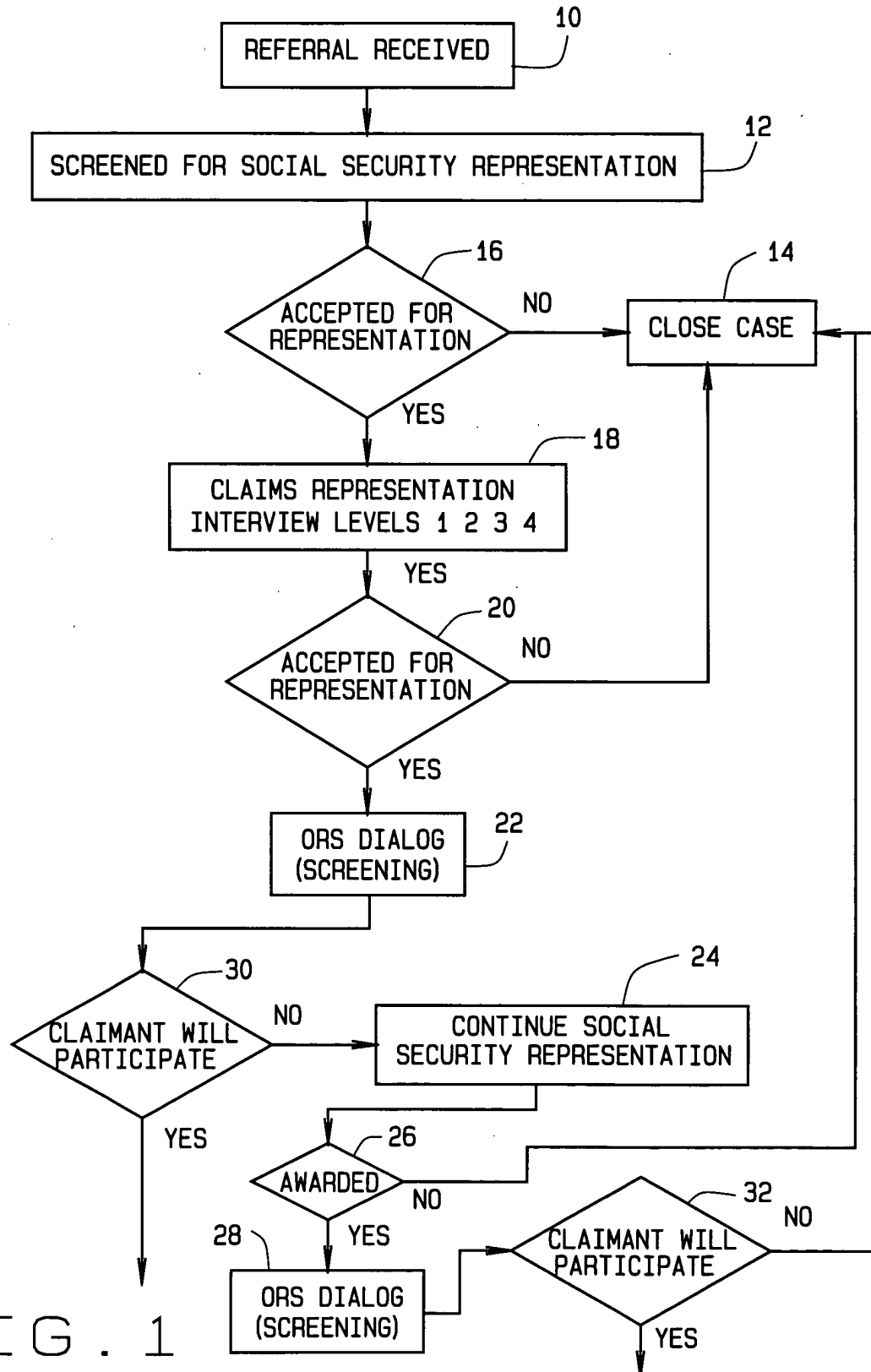


FIG. 1

SEAMLESS OVERPAYMENT RECOVERY SERVICES FLOW CHART  
(SEAMLESS ORS)

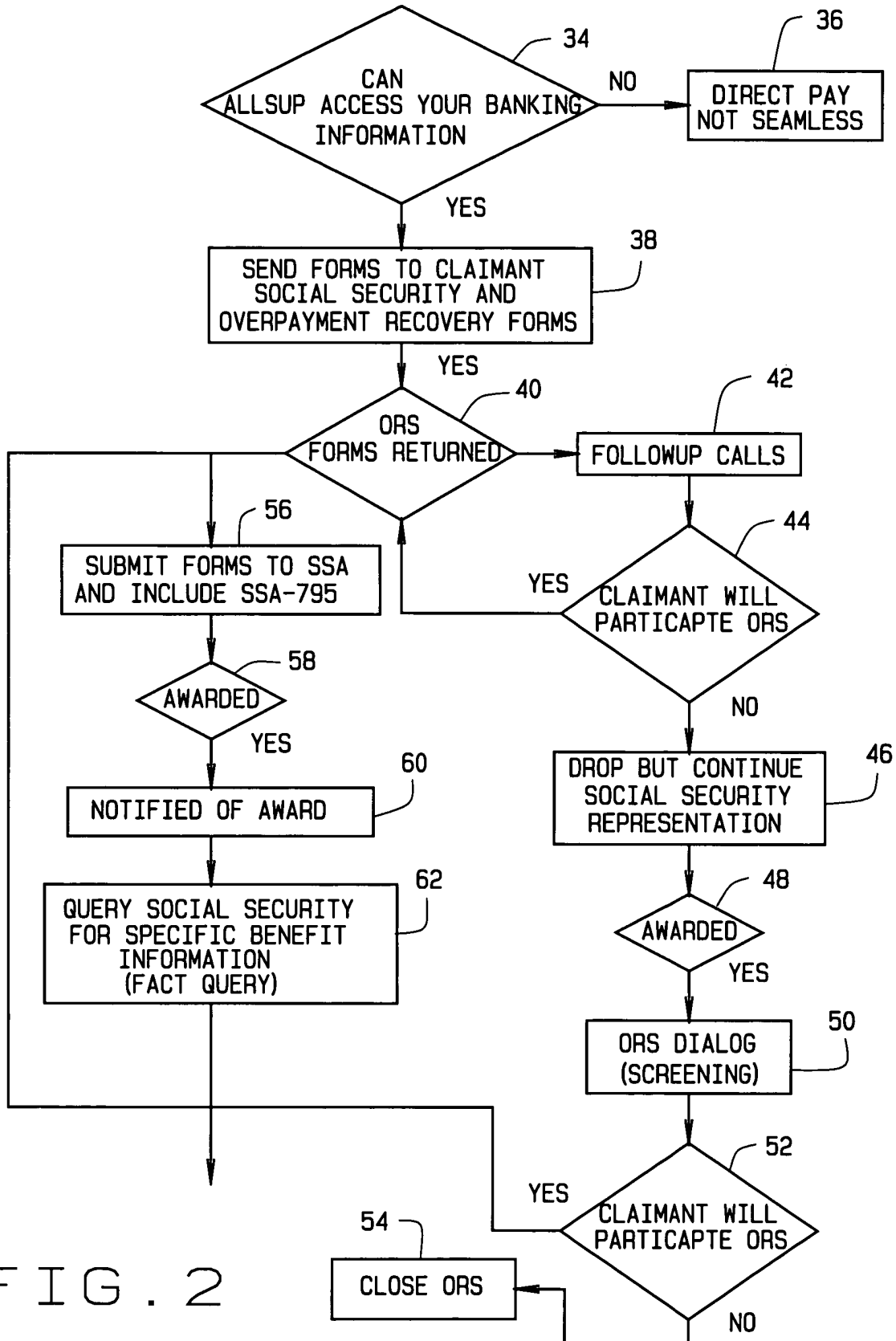


FIG. 2

SEAMLESS OVERPAYMENT RECOVERY SERVICES FLOW CHART  
(SEAMLESS ORS)

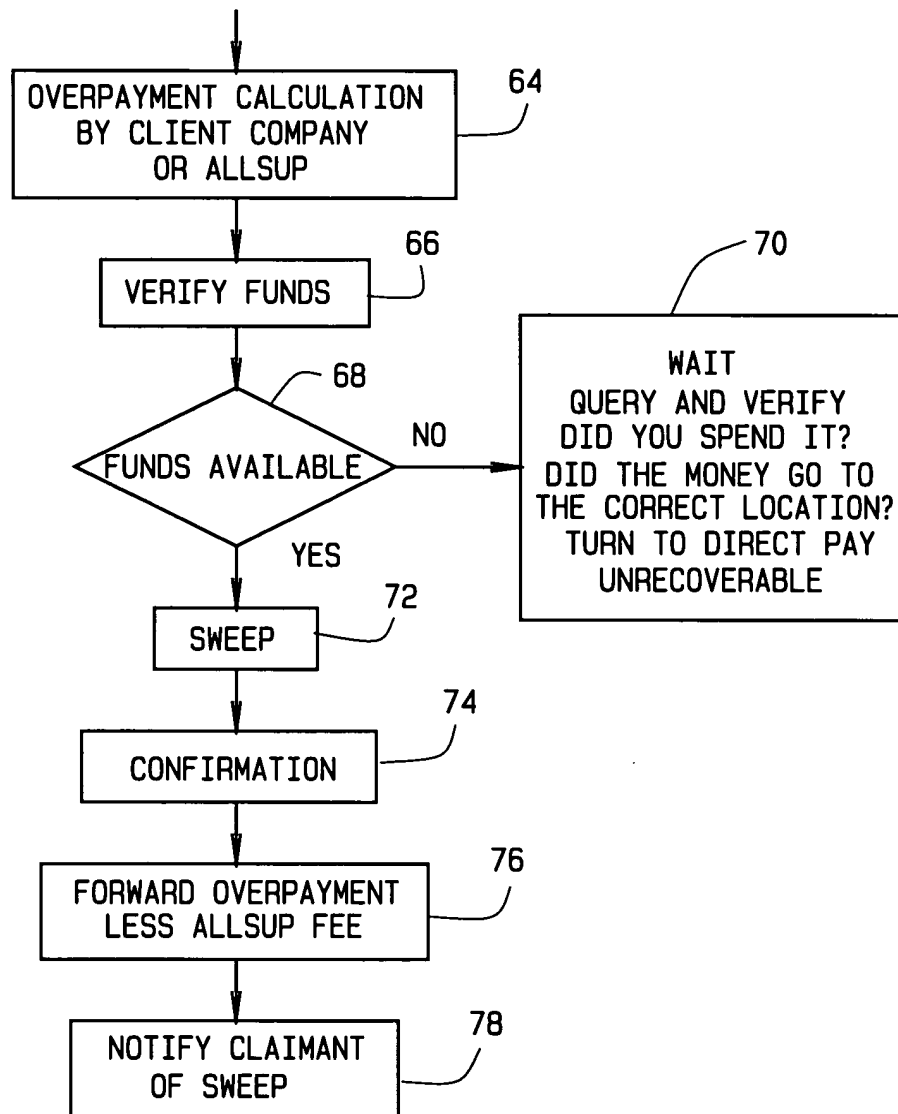


FIG. 3

SMARTWARE FOR WINDOWS (NEW VERSION)

WINDOW 1  
ORSDATA5.VW  
SCREEN 1

SSR CASE ORS DATA FILE

07/26/2000  
02: 42: 20P

CLIENT CO :  
SITE ID :  
EMPLOYER :  
SSN :  
CLAIMANT :  
ADDRESS 1 :  
ADDRESS 2 :  
CITY/ST/ZIP :  
CONSULTANT :  
ASSISTANT :  
LEVEL/STS :  
CLAIM NBR. :  
CLMT ELCTD :  
AOD :

DECEASED/NO MAIL:

PgDn FOR CLIENT DATA

MENU: DATA FILE ORDER PRINT TOOLS WINDOW HELP REMEMBER QUIT  
VIEW: ORSDATA5.VW WINDOW 1  
LOAD CREATE MODIFY SAVE UNLOAD ACTIVATE DISPLAY-ACTIVE IMPORT EXPORT PASSWORD

REC: 1 (1)

FIG. 4

SMARTWARE FOR WINDOWS (NEW VERSION)

WINDOW 1  
ORSDATA5.VW  
SCREEN 2

SSR CASE ORS DATA FILE

07/26/2000  
02: 42: 20P

INITIAL FORMS TO CLMT :  
INITIAL FORMS FU :  
INITIAL FORMS TO SSA :

DID ALLSUP DO INITIAL APP:  
INITIAL APP STATUS :  
RECON FORMS FU :

ORS STATUS :  
ORS COMMENT :  
NQ REASON :  
CURRENT ORS STAGE :  
ORS FU DATE :  
LEAD ORS FU DATE :  
INITIAL REFERRAL STATUS :  
SSA FORM 795 :

TYPE: ASSIGNED 2:  
TYPE: LEAD ASSNG:  
DIR PAY OPTION AVAIL: Y

ALTF5 ME

PENDING

CALL TRANSITIONED BY REP: CLAIMANT INCENTIVE :  
ORS GROUP :  
PgDn FOR TALK SHEET

MENU: DATA FILE ORDER PRINT TOOLS WINDOW HELP REMEMBER QUIT  
VIEW: ORSDATA5.VW WINDOW 1  
LOAD CREATE MODIFY SAVE UNLOAD ACTIVATE DISPLAY-ACTIVE IMPORT EXPORT PASSWORD

REC: 1 (1)

FIG. 5

SMARTWARE FOR WINDOWS (NEW VERSION)

WINDOW 1  
ORSDATA5.VW  
SCREEN 3

SSR CASE ORS DATA FILE

07/26/2000  
02: 42: 20P

CASE RECEIVED : DIRECT PAY ONLY  
BANK FORMS TO CLAIMANT : ORS INIT LETTER:  
BANKS FORMS RECEIVED FROM CLAIMANT: ORS AUTH RECVD :  
BANK ACCOUNT TRANSFER DATA :  
ORS REPAYMENT METHOD/ACCT TYPE : TIME : 0  
CASE RETURNED :  
  
OP TO CLIENT : TIME : 0  
OP FROM CLIENT : TIME : 0  
OP RECEIVED :  
ORS CLOSED :

PgDn FOR BANK DATA

MENU: DATA FILE ORDER PRINT TOOLS WINDOW HELP REMEMBER QUIT  
VIEW: ORSDATA5.VW WINDOW 1 REC: 1 (1)  
LOAD CREATE MODIFY SAVE UNLOAD ACTIVATE DISPLAY-ACTIVE IMPORT EXPORT PASSWORD

FIG. 6

SMARTWARE FOR WINDOWS (NEW VERSION)

WINDOW 1  
ORSDATA5.VW  
SCREEN 4

SSR CASE ORS DATA FILE

07/26/2000  
02: 42: 20P

TALKSHEET

| DATE       | COMMENT | EMP |
|------------|---------|-----|
| 07/18/2000 |         |     |
| 07/18/2000 |         |     |
| 03/24/2000 |         |     |
| 03/01/2000 |         |     |
| 03/01/2000 |         |     |
| 02/09/1999 |         |     |
| 12/10/1997 |         |     |
| 12/10/1997 |         |     |
| 04/10/1997 |         |     |

PgDn FOR FEE DATA

MENU: DATA FILE ORDER PRINT TOOLS WINDOW HELP REMEMBER QUIT  
VIEW: ORSDATA5.VW WINDOW 1 REC: 1 (1)  
LOAD CREATE MODIFY SAVE UNLOAD ACTIVATE DISPLAY-ACTIVE IMPORT EXPORT PASSWORD

FIG. 7

FIG. 8FIG. 9

SMARTWARE FOR WINDOWS (NEW VERSION)

WINDOW 1

END OF DATA

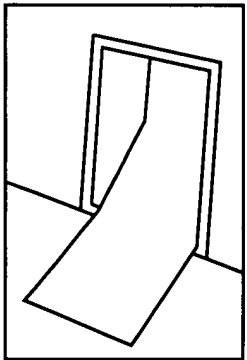
FEE RATE : 1.0  
CLNT LORS : Y  
ORS RATE :  
ORS OART. : Y  
RETRO  
SSI RETRO  
DEP RETRO  
LORS OP AMT \$0.00  
AMOUNT 24.74  
LORS FEE \$0.00  
ORS QUARTER  
PERCENT OF STLMT  
ORS AMT DUE CLIENT 0.00

MENU: DATA FILE ORDER PRINT TOOLS WINDOW HELP REMEMBER QUIT  
VIEW: ORSDATA5.VW WINDOW 1 REC: 1 (1)  
LOAD CREATE MODIFY SAVE UNLOAD ACTIVATE DISPLAY-ACTIVE IMPORT EXPORT PASSWORD

FIG. 10

LOGON SCREEN:

WELCOME TO accessALLSUP.com



FIELDS ARE CASE SENSITIVE.

USERNAME:

PASSWORD:

PERFORMANCE MAY VARY DUE TO A VARIETY OF FACTORS,  
INCLUDING YOUR COMPUTER SYSTEM AND  
INTERNET CONNECTION.

SYSTEM TEST | SECURITY POLICY

FIG. 11








|   |                                   |  |  |   |   |
|---|-----------------------------------|--|--|---|---|
| CLIENT REPRESENTATIVE<br>ALLDEMO, INC.  | ENTER SSN<br><input type="text"/> | <input type="button" value="SEARCH"/>  |                                     |  |  |
| SORT BY: <u>NEED OP CALC</u>   <u>AWARDED</u>   <u>PENDING</u>   <u>CLOSED</u>   <u>ADVANCED</u>  |                                   |  |  |   |   |
| <p>WELCOME TO accessALLSUP.com</p> <ul style="list-style-type: none"><li>◦ TO BEGIN, SELECT A SORT OPTION ABOVE</li><li>◦ CLICK ON THE CLAIMANT'S NAME FOR DETAILED CLAIM STATUS AND OVERPAYMENT RECOVERY INFORMATION.</li><li>◦ CLOSE "POP UP" WINDOW BEFORE VIEWING THE NEXT CASE</li><li>◦ CLICK ON "CALC" (WHEN VISIBLE) FOR SSA QUERY INFORMATION AND TO SUBMIT AN OVERPAYMENT CALCULATION</li></ul> |                                   |  | <p>MESSAGE CENTER</p> <p>PLEASE NOTE THAT REQUIRED OFFSET INFORMATION FIELDS HAVE BEEN ADDED TO THE REFERRAL FORM.</p> |   |   |
| YOUR NAVIGATION, FUNCTION & INDICATOR ICONS ARE:  |                                   |  |  |   |   |
|  REFERRAL FORM   |                                   | <input type="checkbox"/> NEW AWARD (VISIBLE FOR 10 DAYS)                                       |  |   |   |
|  RETURN HOME  |                                   | <input checked="" type="checkbox"/> CLOSE WINDOW   |  |   |   |
|  LOGOUT  |                                   |  PRINT PAGE |  |   |   |

FIG. 12




|  |                                   |                                       |   |   |   |                     |             |         |   |             |                    |             |         |   |             |                    |             |         |   |             |
|--|-----------------------------------|---------------------------------------|---|---|---|---------------------|-------------|---------|---|-------------|--------------------|-------------|---------|---|-------------|--------------------|-------------|---------|---|-------------|
| CLIENT REPRESENTATIVE<br>ALLDEMO, INC.   | ENTER SSN<br><input type="text"/> | <input type="button" value="SEARCH"/> |  |  |  |                     |             |         |   |             |                    |             |         |   |             |                    |             |         |   |             |
| SORT BY: <u>NEED OP CALC</u>   <u>AWARDED</u>   <u>PENDING</u>   <u>CLOSED</u>   <u>ADVANCED</u>   |                                   |                                       |   |   |   |                     |             |         |   |             |                    |             |         |   |             |                    |             |         |   |             |
| <table border="0" style="width: 100%;"><tr><td style="width: 25%;">THIRTYFIVE.CLAIMANT</td><td style="width: 15%;">000-00-0035</td><td style="width: 10%;">LEVEL 1</td><td style="width: 30%;">ORS-NEED PRIMARY OP<br/>CALC FROM CLIENT</td><td style="width: 20%; text-align: right;"><u>CALC</u></td></tr><tr><td>TWENTYONE.CLAIMANT</td><td>000-00-0021</td><td>LEVEL 1</td><td>ORS-NEED PRIMARY OP<br/>CALC FROM CLIENT</td><td style="text-align: right;"><u>CALC</u></td></tr><tr><td>TWENTYSIX.CLAIMANT</td><td>000-00-0026</td><td>LEVEL 1</td><td>ORS-NEED PRIMARY OP<br/>CALC FROM CLIENT</td><td style="text-align: right;"><u>CALC</u></td></tr></table> |                                   |                                       |   |   |   | THIRTYFIVE.CLAIMANT | 000-00-0035 | LEVEL 1 | ORS-NEED PRIMARY OP<br>CALC FROM CLIENT | <u>CALC</u> | TWENTYONE.CLAIMANT | 000-00-0021 | LEVEL 1 | ORS-NEED PRIMARY OP<br>CALC FROM CLIENT | <u>CALC</u> | TWENTYSIX.CLAIMANT | 000-00-0026 | LEVEL 1 | ORS-NEED PRIMARY OP<br>CALC FROM CLIENT | <u>CALC</u> |
| THIRTYFIVE.CLAIMANT  | 000-00-0035                       | LEVEL 1                               | ORS-NEED PRIMARY OP<br>CALC FROM CLIENT   | <u>CALC</u>   |   |                     |             |         |   |             |                    |             |         |   |             |                    |             |         |   |             |
| TWENTYONE.CLAIMANT   | 000-00-0021                       | LEVEL 1                               | ORS-NEED PRIMARY OP<br>CALC FROM CLIENT   | <u>CALC</u>   |   |                     |             |         |   |             |                    |             |         |   |             |                    |             |         |   |             |
| TWENTYSIX.CLAIMANT   | 000-00-0026                       | LEVEL 1                               | ORS-NEED PRIMARY OP<br>CALC FROM CLIENT   | <u>CALC</u>   |   |                     |             |         |   |             |                    |             |         |   |             |                    |             |         |   |             |

FIG. 13



SSA QUERY SUMMARY

SUBMIT OVERPAYMENT CALC.

X

THIRTYIVE, CLAIMANT - 000-00-0035

COMPANY: ALDEMO INC. POLICY: SAMPLEPOLICY# ID: GROUP A

SUBMIT OVERPAYMENT CALCULATION FOR: PRIMARY ONLY

PRIMARY RETROACTIVE AMOUNT: \$6,657.00

ONSET DATE: 10/01/2001

DATE OF ENTITLEMENT TO CASH: 03/01/2002

SCHEDULED MEDICAL RE-EXAM: 07/202

DATE OF FILING: 07/202

RETROACTIVE PAID THROUGH: 04/30 2003

ENTITLEMENT TO MEDICARE PART A: 03/01/2004

ENTROLLMENT TO MEDICARE PART B:

MONTHLY MEDICARE PART B PREMIUM:

DATE PAYMENT CERTIFIED BY SSA: 05/29/2003

PRIMARY DATA PROVIDED AS OF: 06/02/2003

DATA PROVIDED FROM: QUERY

PRIMARY COMMENTS

PRIMARY - SSA BENEFITS ELIGIBLE

| DATE       | PIA AMOUNT | FAMILY MAX |
|------------|------------|------------|
| 03/01/2002 | \$473.70   | \$473.70   |
| 12/01/2002 | \$480.30   | \$480.30   |

PRIMARY - SSA BENEFITS ELIGIBLE

| DATE       | ACTUAL AMT. | AMT. PAID | STATUS |
|------------|-------------|-----------|--------|
| 03/01/2002 | \$473.70    | \$473.70  | ACTIVE |
| 12/01/2002 | \$480.30    | \$480.30  | ACTIVE |

PRIMARY - OFFSET(S) & REDUCTION(S)

| AMT. | EFFECTIVE DATE | TERMINATION DATE | OFFSET/REDUCTION TYPE | STATE |
|------|----------------|------------------|-----------------------|-------|
|      |                |                  |                       |       |

|  |
|--|
| <u>SSA QUERY SUMMARY</u>   SUBMIT OVERPAYMENT CALC. <span style="float: right;">✕</span>                   |
| THIRTYIVE, CLAIMANT - 000-00-0035  |
| COMPANY: ALLDEMO INC. POLICY: SAMPLEPOLICY# ID: GROUP A  |
| <input type="checkbox"/> OVERPAYMENT CALCULATION FORM  |
| PRIMARY OP AMOUNT: \$ <input type="text"/>   |
| OP CALCULATION PERIOD FROM: <input type="text"/> THROUGH: <input type="text"/><br>(MM/DD/YYYY-BOTH FIELDS) |
| DEPENDENT OP AMOUNT: \$ <input type="text"/>   |
| OP CALCULATION PERIOD FROM: <input type="text"/> THROUGH: <input type="text"/><br>(MM/DD/YYYY-BOTH FIELDS) |
| <input type="button" value="SUBMIT INFORMATION"/> <input type="button" value="RESET"/>                     |

FIG. 15




|  |                                   |                                       |   |
|--|-----------------------------------|---------------------------------------|---|
| CLIENT REPRESENTATIVE<br>ALLDEMO, INC.   | ENTER SSN<br><input type="text"/> | <input type="button" value="SEARCH"/> |    |
| SORT BY: <u>NEED OP CALC</u>   <u>AWARDED</u>   <u>PENDING</u>   <u>CLOSED</u>   <u>ADVANCED</u> |                                   |                                       |   |
| <u>FORTYFOUR.CLAIMANT</u>  | 000-00-0044                       | LEVEL 1                               | ORS-NEED QUERY FROM SSA   |
| <u>SIXTYONE.CLAIMANT</u>   | 000-00-0061                       | LEVEL 1                               | ORS-NEED QUERY FROM SSA   |
| <u>SIXTYSIX.CLAIMANT</u>   | 000-00-0066                       | LEVEL 1                               | ORS-NEED QUERY FROM SSA   |
| <u>EIGHTYONE.CLAIMANT</u>  | 000-00-0081                       | LEVEL 1                               | ORS-RECOVERED/CLOSED  |
| <u>FORTYNINE.CLAIMANT</u>  | 000-00-0049                       | LEVEL 3                               | ORS-RECOVERED/CLOSED  |
| <u>FORTYSIX.CLAIMANT</u>   | 000-00-0046                       | LEVEL 3                               | ORS-RECOVERED/CLOSED  |
| <u>SEVENTY.CLAIMANT</u>  | 000-00-0070                       | LEVEL 1                               | ORS-AWAITING PAYMENT<br>FROM CLAIMANT   |
| <u>TEN.CLAIMANT</u>  | 000-00-0010                       | LEVEL 1                               | ORS-RECOVERED/CLOSED  |
| <u>THIRTEEN.CLAIMANT</u>   | 000-00-0013                       | LEVEL 3                               | ORS-RECOVERED/CLOSED  |
| <u>THIRTYFIVE.CLAIMANT</u>   | 000-00-0035                       | LEVEL 1                               | ORS-NEED PRIMARY OP<br>CALC FROM CLIENT <u>CLAC</u>   |
| <u>TWENTYONE.CLAIMANT</u>  | 000-00-0021                       | LEVEL 1                               | ORS-NEED PRIMARY OP<br>CALC FROM CLIENT <u>CALC</u>   |

FIG. 16




|  |                                   |         |   |   |   |
|--|-----------------------------------|---------|---|---|---|
| CLIENT REPRESENTATIVE<br>ALLDEMO, INC.   | ENTER SSN<br><input type="text"/> | SEARCH  |  |  |  |
| SORT BY: <u>NEED OP CALC</u>   <u>AWARDED</u>   <u>PENDING</u>   <u>CLOSED</u>   <u>ADVANCED</u> |                                   |         |   |   |   |
| <u>SEVENTYSIX.CLAIMANT</u>   | 000-00-0076                       | LEVEL 3 | ORS-CLAIMANT  | ACCEPTED SERVICE  |   |
| <u>SEVENTYTWO.CLAIMANT</u>   | 000-00-0072                       | LEVEL 3 | ORS-CLAIMANT  | ACCEPTED SERVICE  |   |
| <u>SIXTYSEVEN.CLAIMANT</u>   | 000-00-0067                       | LEVEL 3 | ORS-CLAIMANT  | ACCEPTED SERVICE  |   |
| <u>SIXTYTWO.CLAIMANT</u>   | 000-00-0062                       | LEVEL 3 | ORS-CLAIMANT  | ACCEPTED SERVICE  |   |
| <u>THIRTYEIGHT.CLAIMANT</u>  | 000-00-0038                       | LEVEL 1 | ORS-CLAIMANT  | ACCEPTED SERVICE  |   |
| <u>THIRTYNINE.CLAIMANT</u>   | 000-00-0039                       | LEVEL 3 | ORS-CLAIMANT  | ACCEPTED SERVICE  |   |

FIG. 17




|  |                                   |         |   |   |   |
|--|-----------------------------------|---------|---|---|---|
| CLIENT REPRESENTATIVE<br>ALLDEMO, INC.   | ENTER SSN<br><input type="text"/> | SEARCH  |  |  |  |
| SORT BY: <u>NEED OP CALC</u>   <u>AWARDED</u>   <u>PENDING</u>   <u>CLOSED</u>   <u>ADVANCED</u> |                                   |         |   |   |   |
| <u>EIGHTYTWO.CLAIMANT</u>  | 000-00-0082                       | LEVEL 3 | RETURNED TO WORK  |   |   |
| <u>FIFTYTHREE.CLAIMANT</u>   | 000-00-0053                       | LEVEL 0 | ATTORNEY OR OTHER REPRESENTATION  |   |   |
| <u>FIVE.CLAIMANT</u>   | 000-00-0005                       | LEVEL 1 | DENIED  |   |   |
| <u>FORTY.CLAIMANT</u>  | 000-00-0040                       | LEVEL 0 | LACKS QUARTERS OF COVERAGE  |   |   |

FIG. 18